

From: Mike Taylor
To: Microsoft ATR
Date: 1/13/02 12:58am
Subject: Microsoft Settlement

My impression is that the government has spent so much time listening to disgruntled competitors of Microsoft that it has missed the end user exposure.

The end user problem with Microsoft is not that it makes software that competes with other companies. The problem is not that sometimes MS integrates software into its operating system. From the end user perspective, the software on a PC should be vertically integrated. And it should be done by a single manufacturer.

From an end user standpoint, just try to identify the responsible software maker when something doesn't work and more than one software maker potentially is responsible. The difficulty to the end user goes up exponentially with the number of different software makers involved.

E.g Microsoft Windows with Netscape Navigator and something doesn't work. Neither Microsoft or Netscape will take responsibility. They just point fingers (if they talk to you at all) to each other.

The problem is that MS dominates the Operating System market and therefore can dictate terms to the end user. What the end user needs is a viable number of choices for an Operating System. More Linux operating systems on new PCs; more OS2 operating systems on new PCs; more Apple systems out there.

As an end user, I'd much prefer having a viable choice of what operating system I would be using on my intel based (there's another problem) PC.

The DOJ has focused on fixing things for malcontents such as Netscape (whose browsers are clearly inferior to Explorer and whose own ethics are somewhat suspect). That may be a problem for companies like Netscape but it is certainly not as significant a problem for the end user as the total dominance of MS in the operating system world.

The end user is going to be up a creek without a paddle in the future because of the near universal usage of Windows. The DOJ focus should be on making the playing field more level for alternative Operating systems.

Join the world's largest e-mail service with MSN Hotmail.
<http://www.hotmail.com>

